

CIO Council Meeting Notes
October 29, 2003
Albert Coates Government Complex

Attendees:

Members: Cliff Layman, Smitty Locklear, Gary Zeller, Arlon Kemple, Mark Hughes, Ed Johnson, Nancy Lowe, Mary Sue Brown, Ben McLawhorn, Michael Fenton, Joe Lithgo.

ITS and Other Agency Guests: Julie Batchelor, Ron Kennedy, Julie Nipper, Cynthia Beck, Ross Yannayon, Gary Alexander, Ann Garrett, Kathie Austin, Woody Yates, Michael King.

Vendors: Giovanni Masucci, Michael Harvilla, Sam Jackson, Alan Sowatas, Ed Pratt, John Twomey, George Hogshead, Larry Free, Bill Wade.

Scribe: Smitty Locklear

Welcome/Comments:

Gary Zeller welcomed everyone to the meeting. He announced that Smitty Locklear would be taking the minutes and asked that everyone initial the sign-in sheet and roster. Gary announced that the NECCC conference would be this month from November 17 – 19. The November CIO Council meeting may be rescheduled. He also announced that there would be no CIOC Program Planning Committee meeting in November and no CIO Council meeting in December. Gary announced that Arlon Kemple will be transferring to DOT and that his last day at Cultural Resources would be that Friday. Gary asked that the Council recognize Arlon for his contributions to the Council. Arlon said he would be the Information Security Officer at DOT.

Approval of the September Minutes: Gary informed everyone that the September minutes were posted on the IRMC web site. The September minutes were approved as written.

List Serv Update: Smitty Locklear gave an update on the CIOC List Serv activity. It was initially planned that there would be one list serv for our four topics. ITS has relayed a problem with searching across multiple topics of a list serv and has recommended we use a list serv for each topic. Four list serv's were created and volunteers to test were added to the appropriate list serv. Smitty said he would start working with the test groups.

IRMC Updates: Woody Yates gave an update on IRMC activities. There are five different certification projects coming before the IRMC. Two of these are certification reviews. AOC has a citation project and DPI has a data collection process phase. DOA has a Motor Fleet Management system for an estimated one million dollars, AGR has a Food Distribution Tracking system for one half million dollars, and DHHS has a planning phase for HIPAA compliance at two hundred and forty two thousand dollars. The IRMC has certified new projects totaling twenty seven million dollars from January through

September of this year. The IRMC e-Government committee has endorsed the NECCC conference being held in RTP on November 17 – 19. The committee will be recommending that the moratorium of Web Advertising should be extended for another year. The IRMC By Laws Committee have revised the IRMC by laws. The IRMC web site redesign was also briefly talked about. We are still in the information gathering for the security training.

Project Management Classifications: Mary Sue Brown and Julie Batchelor gave an update on the project management classifications. Along with Randy Barnes, they have been working with Don Nattress from OSP. The project management classifications have been approved. They are; Project Manager I (79T), Project Manager II (81T), and Project Manager III (84T). Their next meeting will be early November.

State CIO Status Report/Comments: Joe Lithgo gave an update on behalf of George Bakolia. The Enterprise Contact Center has now moved to production using core IP telephony. The center started receiving calls from taxpayers for DOR on October 1st. Jim Broadwell stated that they have received more calls than anticipated. Many of the calls are going to self-service.

Joe gave an update on the restructuring of the remote access service offering. This restructure will include two new security consultant rates that will be going before the IRMC for approval.

Vantive is up for review. A workgroup is being formed and agencies are encouraged to participate. Wendy Kuhn will be contacting primary agencies that use the system.

An oversight Council will be formed for the State Portal. The Council will provide strategic and tactical oversight of the Portal.

Joe asked Ann Garrett to give a security update. Her report to the Council was as follows:

Patch Management –

Last month there was much discussion at the IRMC meeting concerning the fact that patch management efforts have become an expensive and time-consuming operation for most enterprises. Questions arose concerning what has been done at the state level concerning patch management. The state has a vulnerability management standard that requires agencies to establish a ranking system for vulnerabilities and to adopt procedures for reviewing and updating software and applications with known vulnerabilities on a timely basis. ITS notifies agency contacts concerning vendor vulnerabilities and available patches. These are posted on the secure portal and selected patches are also available on an ITS FTP site. The ITS Security Office has an enterprise agreement for providing licenses to use the Patchlink patch management software. This tool is funded by the enterprise security subscription and is available to agencies subject to the security standards legislation (GS 147-33.82) at no additional cost. Currently 10 of 26 agencies and 2 boards and commissions have requested access to Patchlink. These agencies have

used licenses for 13,635 of 65,000 nodes purchased. This represents about a 21% consumption rate.

Agency Security Assessment—

The agency security assessment project is well underway. Both agency and vendor training tasks have been completed. The project office has completed all organizational tasks. The first of 3 waves of agency assessments began in mid October and will be completed around the first of December. The assessment vendors are Alphanumerics, CII, HCS, Secure Enterprise Computing, Pomeroy, Ernst & Young, Unisys and Ciber.

Agencies in the first wave (Secretary of State, Dept of Labor, Office of State Auditor, Dept. of Administration, DENR, ITS, DHHS, DOT and Dept of Corrections) are to be commended for their efforts to meet the project schedule. We have had 100% on time participation from them!!!!!!

Agencies in the second wave (DPI, Insurance, Community Colleges, DJJDP, Crime Control, Commerce and Agriculture) need to be getting their information together as their assessments begin on December second.

Gartner is assisting my office with this project by organizing the project, reporting on its progress to the Statewide Security Steering Committee, and by creating the assessment tool and agency-level reporting metrics. If we are to meet the legal requirements, it is imperative that agencies continue to work closely with their assigned vendors to complete the assignments on timely basis within the allotted budget. The law specifies a due date for the report and the budget is fixed.

Background Checks for Security Liaisons-

As mandated by recent legislation, I have executed the agreement with the SBI to conduct background checks for agency security liaisons. ISO staff have met with the SBI and worked out the details of the process. In general, once a security liaison has been identified they will receive a package from the ISO. The liaison must go to a local law enforcement office to get their fingerprints made. The liaison candidate must pay \$15 to the local office. This should come from the agency budget. The liaison must then complete the forms and send them with their fingerprint card to the ISO. The ISO will add the pertinent information and submit the candidates fingerprint package to the SBI. The \$38 to pay for the fingerprint processing will be paid by the ISO budget. ISO and SBI will pilot the process with about 6 current liaisons. Once the process is worked out then all current liaisons will receive a letter instructing them to process their background checks. By law the SBI must release the results of the background checks to the State CIO and the agency head.

A question was asked if contractors from vendors off the ITS Convenience Contract had background checks. Ann replied no, and explained that it was the agencies responsibilities to require these background checks to be done. ITS requires that background checks be done for contractors that work for them including janitorial staff.

Ed Johnson expressed a need to have background checks for janitorial contractors working at DOJ.

Mike Fenton gave an update on the applications survey. 95% of the data is in. A couple of agencies have not returned they inventory form to ETS. Gary asked when the software inventory would start. Mike didn't have a date at this point in time.

With no other business to discuss, the meeting was adjourned at 10:47 a.m.